

## **NARRATIVE STATEMENT**

The City of Mendota (Docket #930055) is going before the Illinois Commerce Commission to request a change to our system. We have been a Direct Trunk system since April 1993 and will be changing over to a Selective Router to comply with Article 725, for a back-up to our system. We will be using Streator E9-1-1 as our back-up, the call will be routed to Streator and they will notify via radio, or cellular phone in the event of an interruption in the phone line from the router to City of Mendota's PSAP.

Our municipality with a population of approximately 7272, covers 4 square miles. It is located in the NW corner of LaSalle County. The City currently operates an Direct trunk Enhanced 9-1-1 System that cover the whole 538 and 539 phone exchange, which covers a total population of about 12,000 and 120 square miles. We will still cover the same area with the Selective Routing.

Verizon Telephone Company provides telephone service to the entire 538 and 539 phone exchange. Verizon will be supplying and maintaining three dedicated Enhanced 9-1-1 trunk lines for our Enhanced 9-1-1 System. The ALI/ANI database will also be provided by Verizon.

Motorola Communications and Electronics Inc. is the vendor for the hardware which was purchased and will be owned by the City of Mendota ETSB. The City of Mendota ETSB has purchased a Motorola CENTRALINK E-9-1-1 ALI/ANI Retrieval System and a CENTRACOM Elite Dispatch. Motorola Communications will supply ongoing service for it.

The Enhanced 9-1-1 System will operate in the following manner:

9-1-1 calls received from Verizon Telephone Company Office in Bloomington, Illinois will be routed to the Motorola System, which is located in the main PSAP of the system, Mendota Police Department, 607 8<sup>th</sup> Avenue, Mendota, IL.

The Motorola System will then forward the 9-1-1 calls, including ALI/ANI information to the appropriate work station in the main PSAP. The Telecommunicator Receiving the call will receive a visual display, as well as, an audible tone notifying them of the call. In addition the system will continue to monitor the status of the call to assure that it is answered within a specific number of seconds.

If the call is not answered within the specified time, or if all the 9-1-1 positions within the PSAP are busy, the call will automatically be forwarded to the backup PSAP.

ANI/ALI information will be forwarded to the backup PSAP along with the caller.

This same feature will automatically forward the calls of the main PSAP if it becomes inoperable to the backup PSAP.

This system runs continuous checks and monitors its performance and reports any errors, no matter how minor, that it finds. The capability for Motorola Service Personnel to monitor the operation from their remote facility is also included.

A battery backup system is also included. This system designed to provide backup power to the entire 9-1-1 system in the main PSAP for ½ hour in the event of a power failure. Alternate power to the system is provided by a diesel generator used to supply the system power to the Mendota Police Department and the Mendota Fire Department during a power outage. This will be done during any interruption of electrical power through automatic transfer switches.

This system has been designed to provide uninterrupted Enhance 9-1-1 service for the citizens of Mendota and the surrounding area, even during maintenance periods. Even though the system has been designed to provide uninterrupted service, the possibility of failure is always present no matter how remote. In the event of failure of the system, the phone company has installed call boxes at their main office in Mendota. A police car will automatically be dispatched to that location and plug in spare phones to answer 9-1-1 calls. They will then relay the calls via police radio to the main PSAP for dispatch.

#### **AGENCY RESPONSIBLE FOR THE OPERATION OF THE PSAPS**

The City of Mendota Emergency Telephone System Board is responsible for the overall operation of the Enhanced 9-1-1 System. The Board is composed of the following members:

Brian Fisher, Board Chairman. Fire Fighter/Paramedic for City of Mendota

William Politsch, Secretary/Treasurer. E.S.D.A. Director for City of Mendota

Emily McConville, Board Member. Community Business Woman

Dennis Rutishauser, Board Member. Fire Chief for City of Mendota

Thomas Smith, Board Member. Police Chief for City of Mendota

Robert Guerrero, Board Member. Policeman for City of Mendota

Euvaldo Escatel, Board Member. Volunteer Fireman for City of Mendota

Board Chairman, Brian Fisher, will be the Board's representative to the Illinois Commerce Commission, the Citizens of Mendota and surrounding area, the system participants and the telephone company.

## **PSAP ADDRESSES AND SECURITY INFORMATION**

The address of each PSAP, the agency responsible for it's operation, the number and location of dispatch positions within the building, the PSAP that will serve as the backup PSAP as follows:

### **MAIN PSAP**

City of Mendota Municipal Building  
607 8<sup>th</sup> Avenue  
Mendota, Illinois 61342

Agency responsible for operation – Mendota Police Department

Number of Enhanced 9-1-1 Positions – 2

Location of the Enhanced 9-1-1 Positions – Communications Center of Mendota Police Department

Position Manning – One position will be manned on a regular basis 24 hours a day with others manned as needed based on workload or unusual conditions.

Security – The Communications Center and Enhanced 9-1-1 equipment are located in a secure area of the Police Department. They are behind locked doors. Access to the area is controlled by police personnel. Access to the building during other than normal hours, is controlled by police personnel. The radio room has a large bullet proof glass area to allow personnel to identify those wishing to enter.

### **BACKUP PSAP**

City of Streator E-9-1-1  
204 South Bloomington  
Streator, Illinois 61364  
Contact: Debbie Hallam  
(815) 672-3111 EXT. 247

Agency responsible for operations – City of Streator E911

Number of Enhanced 9-1-1 Positions – 2

Location of Enhance 9-1-1 Personnel – Communications Center of Streator Police Department

Position Manning – position will be manned on a regular basis 24 hours a day with others manned as needed based on workload or unusual conditions.

Security – The Communications Center and Enhanced 9-1-1 equipment are located in a secure area of the Police Department. They are behind locked doors. Access to the area is controlled by police personnel. Access to the building during other than normal hours, is controlled by police personnel. The radio room has a large bullet proof glass area to allow personnel to identify those wishing to enter.

### **MISCELLANEOUS PSAP INFORMATION**

In addition to the information listed above, each of the PSAP's in the Mendota System, must meet the following requirements:

Twenty-four hour a day operation, three hundred and sixty-five days a year.

A call logging recorder capable of recording, all Enhanced 9-1-1 position calls, and the radio frequencies which are used to dispatch the assignments. Per requirements of the State of Illinois, these tape recordings will be kept at least thirty days.

A TDD device will be located at the main PSAP, to allow the hearing impaired citizens the same availability to Enhanced 9-1-1 as all other citizens. The device will be capable of access by the Enhanced 9-1-1 lines and or the non-emergency lines.

As required by the State of Illinois, each PSAP will maintain a log of its calls for at least one year. In addition, each PSAP will have and maintain computer printouts of ANI/ALI information on all calls. The time this information must be kept will be set by the State of Illinois after operation has begun, and an audit is conducted.

Each PSAP will make the records available to all participants. This would include the Illinois Commerce Commission.

The City of Mendota Emergency System Board has adopted a full set of Standard Operating Procedures. These include a Trouble Reporting Procedure, a Call Tracing Procedure, and Emergency Restoration Procedures, which personnel with information as to how to report troubles, conduct call traces, and emergency restoration procedures. In addition, in the event of system failure, personnel from Motorola, Verizon, the Police and Fire Department have been identified as emergency contacts. Each PSAP and each Telecommunicator has been furnished with a set of these SOP's. These SOP's will be added to and revised from time to time. Should the Commission desire, a copy of these SOP's and updates will be forwarded to them.

## **GENERAL SYSTEM OPERATION INFORMATION**

The City of Mendota Enhanced 9-1-1 System will consist of 1 primary PSAP and 1 backup PSAP. The system will route all Enhanced 9-1-1 calls to the primary PSAP where they will be answered in the order received, and the appropriate agency dispatched. In some cases, as a result of the differences between law enforcement, fire, and ambulance response boundaries, the information will be relayed in order for all of the needed emergency services to be supplied. A list of system participants and how the dispatch is to be performed, direct, transfer, or relay, is attached in EXHIBIT 3.

## **RADIO/TELECOMMUNICATIONS COMPATIBILITY**

The City of Mendota Enhanced 9-1-1 System does have the ability to communicate with all law enforcement, fire, and EMS agencies within our system and all surrounding agencies by either radio or telephone. In addition, as is specified in the Interagency Agreements in EXHIBIT 8 & 9, primary and alternate forms of communications has been established between the ETSB and these agencies.

## **TERRITORY COVERED BY THE SYSTEM**

The City of Mendota Enhanced 9-1-1 System will be available to all residents in the 538 and 539 phone exchange. The towns covered are: Mendota, Troy Grove, Triumph, Meriden, and the rural areas. All of these residents currently have access to our Enhanced 9-1-1 System. Even though some of these residents live outside our municipal limits, the board feels that we should not and will not limit their access to the enhanced system. A list of system-participating agencies and adjacent agencies has been provided in EXHIBITS 3 & 4.

## **INTERAGENCY AGREEMENTS**

Interagency agreements have been prepared and signed by all the agencies in the Mendota Enhanced 9-1-1 System. In addition, agreements have been prepared and signed by all adjoining agencies. These agreements are provided in EXHIBITS 8 & 9. The 538 & 539 exchanges that are in Bureau County and Lee County have been optioned out into City of Mendota E9-1-1 System.

## **TELECOMMUNICATOR TRAINING**

As a result of the City of Mendota implementing a basic 9-1-1 system back in 1988, all telecommunicators have been trained in the operation of a 9-1-1 system. Training on the Enhanced 9-1-1 equipment will be provided by Lead Telecommunicator Instructor. All telecommunicators will receive any specialized training as it becomes available.

## **RURAL EDUCATION**

The Mendota Emergency Telephone System Board will be using the Rural Addresses as set up by LaSalle, Lee, and Bureau Counties. These fire numbers will be maintained in the on site data base and will be displayed at the PSAP.

## **DATA BASE**

The City of Mendota ETSB has contracted with Verizon Telephone Company to provide the Automatic Location Identification (ALI). Verizon Data Management System is currently located in Temple Terrace, Florida. Verizon will update the data base every three days. Our system will operate on its own in house data base that will be provided to us by Verizon. This data base will be backed up on a daily basis. It will be the Mendota ETSB's responsibility to provide Verizon with information to correct any errors or to add any records found to be missing. New additions to the on site data base normally will be done by the City of Mendota.

## **MISCELLANEOUS INFORMATION**

### **PSAP TERMINAL EQUIPMENT**

Each PSAP will be equipped with the following equipment:

One agent console for each Enhanced 9-1-1 position. This console contain the speed dial keys, special function keys, phone pad, and one ANI/ALI display.

A handset and or headset for each position.

One ALI/ANI printer for each PSAP.

One TDD device for each PSAP. Minimum of bi-annual training.

One cabinet containing miscellaneous hardware for the system.

The data base is password protected for different entry levels into the system. It will also keep a log of all entry attempts and the individual trying to make entry. This password entry system will be controlled Brian Fisher, Board Chairman.

### PETITIONER AFFIDAVIT

I, Emily J. McConville being duly sworn upon oath, depose and state that I am City Clerk of the City of Mendota that I have knowledge pertaining to the instruments hereafter described and that the facts set forth in the following instruments are true and correct:

1. Letter of intent, dated November 8, 2004.
2. Outline to application for provision of Enhanced 9-1-1 service.
3. Narrative.
4. List of system participants showing land area and estimated population. (Exhibit 3)
5. List of public agencies or public safety agencies adjacent to proposed system boundaries. (Exhibit 4)
6. List of telephone companies and their exchanges in which the proposed system will operate. (Exhibit 5)
7. The information contained on the agreements entered into between PSAP and system participants and the authenticity of the signatures on the agreements. (Exhibits 8 & 9)
8. System will not be activated with a database error ratio greater than 1%.

Further Affiant Sayeth Not.

Emily J. McConville  
Affiant

Subscribed and sworn to before me this 8 day of November 2004.

Wendy L. Letterly  
Notary Public

